POSITION SUMMARY
Provides day-to-day leadership and direction for designated Segal Graduate Programs, and administrative management support to the Program Director, Graduate Programs. Serves as an integral member of the management team to support the goals and objectives of the Segal Graduate Programs in the Beedie School of Business. In collaboration with the Associate Dean and senior management, participates in setting goals and objectives; and develops a program design, development and transition methodology to support and facilitate the planning, approval and successful design of new initiatives (e.g., experiential learning). Provides strategic guidance and program expertise to the senior leadership team and program staff engaged in the design, planning, and implementation of designated Graduate Programs and initiatives to support Beedie’s long term strategic goals, objectives and activities.

DUTIES AND RESPONSIBILITIES
Provides day to day leadership and direction to designated Segal Graduate Programs and ensures that alignment with Beedie School of Business long term strategic goals support the overall commitments of the University, for the following main areas of focus:

Portfolio Planning: Applies the Beedie School of Business experiential learning planning framework for the School’s Graduate Programs to ensure SFU achieves the benefits of its investments in new initiatives and applies a successful roadmap for implementation and ongoing management.

Program Planning, Development and Operations: Under the guidance of the Associate Dean and the Supervisor, develops a program design, development and transition methodology to support the successful design of new initiatives (e.g., experiential learning) and ensures projects will meet their desired benefits and outcomes. Solicits feedback from corporate contacts, current students, and alumni, to assist in the identification of new opportunities to enhance Graduate Business Programs and to ensure all programs are competitive within the market. Oversees the implementation of the strategy and direction developed by the Supervisor and the senior leadership team within Beedie, and implements the activities of the graduate programs’ re-design and development.

Management: Provides strong, effective leadership for various projects within the designated Graduate Programs portfolio. Leads, coaches and mentors the project teams.

Financial Oversight: Develops and reviews budgets for consulting projects; recommends the allocation of funds; and prepares budget forecasts for review by the Supervisor.

Leads program planning and development by:

- Proposing changes to Graduate Programs. Conducts competitive analyses, reads trade publications, and reviews student feedback to provide input on recommendations.
- Contributing to the development of new initiatives and administrative policies and procedures that benefit and enhance the operation of the Beedie School of Business Graduate Programs.
- Monitoring changes to University academic and administrative policies; keeping abreast of amendments and assessing the impact of program activities; and disseminating information to faculty, students and staff, etc., to ensure individuals are given accurate information about regulations and program and administrative requirements and procedures.
- Collaborating with the Supervisor in the identification of opportunities to form alliances with organizations, industries, and individuals, to benefit Graduate Business Programs.
- Overseeing the maintenance of the six semester plan, scheduling courses in conjunction with the appropriate faculty member and ensuring appropriate resources are in place to meet instructional needs.

Supports Academic Directors (faculty) in the long-term planning of course offerings and new course development by participating in the process of creating and revising curriculum.

Leads program administration by:

- Liaising with the Dean of Graduate Studies staff to ensure compliance with University Graduate regulations.
- Advising and assisting faculty on the handling of academic dishonesty cases for the department in accordance with established policies and procedures.
Managing the delivery of registration and graduation processes for the School’s Graduate programs and coordinating the process for the preparation of student final project documentation.

Manages the process of instructor and course scheduling by:

- Analyzing teaching workloads and research and leave plans in order to project graduate instructional levels and course requirements in consultation with Academic Directors.
- Advising and making recommendations to faculty on potential instructor selection by reviewing faculty teaching load and availability, and referring to university policies and procedures.
- Evaluating short-term teaching applications by reviewing candidate qualifications, work history, and education.

Manages the administration of sessional appointments for graduate business programs. Applies and explains the TSSU collective agreement and University policies and procedures, to academic directors.

Adjusts existing course schedules through consultation with the Area Coordinators, Academic Directors and the Associate Dean. Responds to requests from instructors and administrators to ensure changes meet required program constraints and minimize potential course time conflicts for Business students and instructors.

Resolves problems arising from conflicting demands for limited space and problems caused by various requests involving scheduling of classes, examinations, non-instructional events and conferences by negotiating with departmental staff and/or faculty and prioritization.

Administers all program offerings including courses, tutorials, seminars, and workshops for Graduate Programs by liaising with Academic Directors, Area Coordinators and faculty members regarding course, resource, time, and space requirements. Directs the collection, preparation and distribution of course and exam related materials. Oversees the booking of classroom space each semester for credit courses and internal meetings.

Oversees and manages semester appointments for sessional instructors, teaching assistants, online and distance education sessional instructors and tutor markers by:

- Identifying the need for such positions.
- Collecting faculty input.
- Adhering to the provisions of the TSSU agreement.
- Reviewing past teaching evaluations, to ensure the appropriate candidates are recommended to the Dean for appointment.

Works with the Associate Dean and Academic Directors to analyze faculty-wide teaching workloads and anticipated faculty leaves of absence to project graduate instructional requirements. Provides input and makes recommendations with respect to instructional needs pertaining to sessional instructors, teaching assistants, visiting and limited term faculty, tenure track faculty and lecturers.

Provides second tier advising to students on program matters by interpreting and explaining Beedie and University program policies and procedures, investigating complaints, and making referrals to appropriate academic personnel.

Develops policies and procedures to ensure the continuous improvement of Graduate program administration. Introduces innovation to the management of the program through continuous quality improvements. Creates and maintains a process manual for program administration for each program and across programs. Coordinates with Associate Director, Custom and Corporate Graduate Programs to ensure consistency of processes.

Facilitates program orientation sessions (e.g., GDBA) as required, by:

- Monitoring discussions and answering questions.
- Providing input/feedback to faculty.

Coordinates activities with internal departments such as the Career Management Centre, for program scheduling and internship process improvement.

Plans and directs the compilation of data. Liaises with external stakeholders such as the Graduate Management Admissions Council (GMAC) to analyze Graduate Program data. Interprets statistical analyses and makes recommendations to the Supervisor based on findings. Prepares reports based on quantitative and qualitative analyses of Graduate Programs.

Conducts feasibility studies on potential new programs for the department and prepares detailed reports which outline advantages, disadvantages, target markets, and alternatives; makes recommendations.

Initial Effective Date: April 1, 2017
Latest Revision Date:
Conducts competitive analyses on current Graduate Programs and provides detailed reports and recommendations to the Supervisor on opportunities for improvement.

Works in collaboration with the Supervisor, prepares and coordinates an implementation plan for new program launches.

Liaises with the Associate Dean, Executive Director, Academic Directors, Graduate Program faculty, staff, and students to initiate and plan special program events. Coordinates all special events for Graduate Programs, such as orientation, convocation, and speaker events by determining budget, staff, venue, and catering requirements. Provides the Supervisor with pre and post-event reports to summarize event attendance and costs.

Organizes orientation meetings and other activities (i.e., Retreats) by overseeing the preparation of guest and speaker lists, catering, audiovisual, accommodation, and promotional materials created by support staff.

Acting as the resource person to Graduate Program committees, including the Curriculum, and the Graduate Studies Committee, as well as various other ad hoc committees; reviews and assesses university policy and program processes, and implements committee decisions.

Manages Academic Calendar changes by liaising with Academic Directors. Manages Senate, SGSC and other committee changes related to curriculum. Works with Academic Chairs to oversee curriculum program changes. Updates staff and internal documents to reflect approved changes.

Oversees and coordinates the application of Canvas, Blackboard Collaborate, and other tools, for the delivery of all Graduate programs. Participating in the development and support of SIMS, FileMaker, TRACS, the web interface, and all other technology solutions.

Manages the operating budgets for assigned Graduate programs within portfolio by:

- Providing input into the annual Graduate Program budgeting process; preparing financial analyses and cost projections; preparing analyses for the Supervisor in program planning, budget planning, and the development of special projects; and recommending the allocation of funds.
- Approving and authorizing program related expenses within established budget parameters.

**DECISION MAKING**

- Overseeing the management and development of the Graduate Programs’ annual operating and instructional budgets.
- Directs the day-to-day operation of the programs.
- Administration of registration and graduation processes for the School’s Graduate Program.
- Decisions concerning program administration, and procedures.
- Interpretation of statistical analyses and preparation of reports based on quantitative and qualitative analyses of Graduate Programs.

**RELATIONSHIPS**

**Supervisory**
Supervises support staff by: maintaining current job descriptions; proposing significant responsibility changes and re-evaluations; initiating the recruitment of continuing and temporary staff; hiring staff; terminating staff; providing or directing the provision of training; determining development requirements; approving leaves; evaluating performance; initiating corrective action; and handling complaints, etc., to provide a motivating, supporting, and rewarding work environment for staff. Administrates the Collective Agreement and responds to grievances to Step 2. Authorizes vacation and personal leaves.

**Internal Connections**
Directors, Associate Dean, Academic Directors, Assistant Registrar, Managers, staff and students.

**External Connections**
Alumni, Professional Designations Boards, SFU Sponsored events – Women’s Executive Network, Partner institutions - Vanderbilt, ITAM, FIA for EMBA Americas, and Event Vendors.

**QUALIFICATIONS**
Master’s degree in Business Administration and four years related experience including experience in program/project management, financial administration, staff supervision, event planning, or an equivalent combination of education, training, and experience.

Initial Effective Date: April 1, 2017
Latest Revision Date:
• Good knowledge of data analysis including compiling and identifying appropriate data, methods of data analysis, and reporting of results, implications, and recommendations.
• Excellent planning and team management skills.
• Excellent financial administration, analytical, problem solving, and organization skills.
• Excellent communication skills (both oral and written).
• Excellent organizational, interpersonal and conflict management skills.
• Excellent supervisory and mentorship skills.
• Proficient in the use of database report design, standard office, and content management applications (e.g., Word, Excel, FileMaker, eLive, Canvas, CQ5).
• Proficient in the use of enterprise level information management systems (e.g., SIMS, PeopleSoft, FINS, etc.).